



ARIZONA STATE
REHABILITATION COUNCIL

2020
ANNUAL REPORT

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Mission and Responsibilities of the Governor's State Rehabilitation Council

The Governor's State Rehabilitation Council mission also encompasses the Council's vision, operating principles, and goals:

Mission

Serving all citizens of Arizona, the mission of the Arizona Governor's State Rehabilitation Council is to advise, evaluate and partner with the public vocational rehabilitation program in support of improving access to employment and promoting a diverse workforce statewide.

Vision

The Arizona Governor's State Rehabilitation Council envisions a statewide workforce that values disability and diversity and is committed to full participation of its citizens.

Operating Principles

- Serve as an ally to the public vocational rehabilitation program in structuring and conducting business in ways that reflect the social, political, historical, and economical experiences of individuals with disabilities.
- Collaborate with state and other non-government agencies to promote meaningful and sustainable employment for everyone.
- Foster a broad definition of diversity that honors and appreciates disability alongside race, ethnicity, gender, sexual orientation, and religion as an integral part of human experience.
- Promote disability discourse, awareness and involvement, honor disability culture and pride.

Goals

- Advise the Vocational Rehabilitation Program in the development, implementation, evaluation and review of innovative rehabilitation services and programs.
- Support the development of public policy that improves opportunity for full participation for all citizens in the economic life of Arizona.
- Engage business and industry statewide in the creation of inclusive environments guided by the principles of universal design.
- Increase access and employment opportunities for people with disabilities through collaboration with outside agencies, councils, and community partners.
- Strengthen the VR Program through collaboration on the development of human resource infrastructure.

The Governor's State Rehabilitation Council functions, as defined in the Title I, Part A, Section 105 of the Federal Rehabilitation Act, are as follows:

Review, analyze and advise the Arizona Rehabilitation Services Administration (RSA) regarding the performance of its responsibilities, particularly those related to eligibility (including order of selection); the extent and scope and effectiveness of services provided; and the functions performed by State

agencies that affect the ability of individuals with disabilities in achieving employment outcomes under Vocational Rehabilitation (VR) services.

Partner with RSA to develop, review and agree to State goals and priorities in accordance with the VR State Plan. The Council and RSA evaluate the effectiveness of the VR program and submit reports of progress to the RSA Commissioner.

Advise the RSA on activities authorized to be carried out under the Vocational Rehabilitation State Plan. Assist in the preparation of the VR State Plan, and Amendments to the plan, applications, reports, Needs Assessments, and evaluations.

Conduct a review and analysis of the effectiveness of Vocational Rehabilitation services and consumer satisfaction regarding functions performed, VR services provided, and employment outcomes achieved.

Prepare and submit an Annual Report to the Governor and the Federal U.S. Department of Education Commissioner of RSA on the status of Vocational Rehabilitation programs operated with the State of Arizona.

Coordinate activities with other disability related Councils with the State of Arizona.

Establish working relationships between RSA, the Statewide Independent Living Council, and Arizona Centers for Independent Living.

Perform other functions consistent with VR services deemed appropriate by the Council.

Message From The Chair

Daniel Martinez

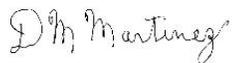
Dear Constituents,

The mission of the State Rehabilitation Council, in partnership with the Arizona Rehabilitation Services Administration and in collaboration with disability groups, is to ensure quality vocational rehabilitation services for eligible individuals as they make informed choices to achieve employment. This mission is accomplished by reviewing programs, analyzing service delivery processes, and advising on policies and procedures.

The COVID-19 health crisis has changed the way we interact with one another and the way RSA provides services to vocational rehabilitation clients. We have adapted to maintaining social distancing and safety practices while continuing to provide quality services and collaborative effectiveness.

The health crisis has also adversely impacted the economy and resulted in record unemployment. This is of great significance for people with disabilities who already experience employment inequity. The SRC is engaged with employers and the community to assure people with disabilities have a just and equal opportunity to retain or acquire employment during the economic recovery and always.

Respectfully Yours,

A handwritten signature in cursive script that reads "D Martinez".

Daniel Martinez, SRC Chair

This past year was a banner year, a year for celebration. Thirty years ago, the Americans with Disabilities Act was signed guaranteeing that people with disabilities have the same opportunities as everyone else to participate in mainstream American life. This year also marked the 75th observance of National Disability Employment Awareness Month (NDEAM). We celebrated the 100th anniversary of the national Vocational Rehabilitation (VR) program.

A significant accomplishment this year has been the collaboration between SRC committee members, community stakeholders, and Division staff to develop and disseminate an "[Arizona Employer Toolkit: A Job for All](#)". This toolkit was strategically released during NDEAM. The Employer Toolkit reinforces that employers who have an inclusive labor force experience an increase in staff creativity, productivity, and morale. The toolkit provides a historical overview, builds a business case for inclusion, aims to dispel common myths associated with diversifying the workforce and provides many employer resources.

We continue to work on improving client satisfaction of VR services (including staff provided services). To gather consistent and reliable data, VR staff worked with the SRC to update client satisfaction survey questions and implemented a new methodology for gathering client responses. We are happy with our initial results of high levels of client satisfaction and will continue to implement countermeasures to address areas noted for improvement.

Creating a virtual presence became a necessity with the onset of COVID. We were fortunate to have the ability to allow external access to the client case management platform which allowed staff to continue to authorize and purchase services regardless of physical location. We determined that vendor provided services could be provided remotely in most instances so clients could continue to receive services virtually. Additionally, the VR technology, assistive technology, staff members worked tirelessly to test and evaluate various virtual meeting platforms. This diligent work paved the way for the VR program to receive permission to purchase ZOOM for Government to be deployed to all VR staff. ZOOM for Government maintains the highest level of confidentiality while also offering the broadest array of possible accommodations. Utilization of the technology has allowed us to continue to connect with clients while maintaining all required health precautions.

We were also happy to work with SRC members and expand our support for staff to attend virtual mini conference sessions this year. I am grateful to the SRC team members for working so quickly to innovate and continue to provide the learning opportunities with a new and innovative approach.

As I reflect on the celebrations, challenges, and opportunities of the past year I am excited to think that with our collaborative continuous improvement efforts and innovation, we are building a legacy that will be celebrated 100 years from now.

With sincere appreciation,

Kristen Mackey

Council Committees

Employment and Community Partnerships Committee

The goal of the **Employment and Community Partnerships Committee** is to create and foster business and community partnerships and increase employment opportunities for people with disabilities through collaboration with the Rehabilitation Services Administration/Vocational Rehabilitation Program (RSA/VR) clients, outside agencies, councils and community partners. It is the Committee's vision to enhance SRC relationships with these partners, to expand employment opportunities, encourage involvement in policy development, promote advocacy for service provision, and economic self-sufficiency for individuals with disabilities.

Executive Committee

The goal of the **Executive Committee** is to provide leadership to the SRC in furthering its mission, vision, and goals. The Committee also seeks to recruit new members from the community who will represent, and be representative, of individuals with disabilities, specific disability groups, business and labor, rehabilitation program providers, disability advocates, the Statewide Independent Living Council, the State Workforce Investment Board, and American Indian Rehabilitation Programs. The Council accepts nominations at any time throughout the year when vacancies occur and submits candidates to the Governor, who makes the final appointment of members to SRC.

Program Review Committee

The goal of the **Program Review Committee** is to advise, evaluate, and collaborate with the Rehabilitation Services Administration/Vocational Rehabilitation Program to improve the quality and efficiency of VR services; including Transition services, Order of Selection, RSA employee capacity building via the Comprehensive System of Personnel Development, increasing employee satisfaction, and reviewing VR State Plan implementation.

2020 Governor's State Rehabilitation Council (SRC) Membership

Daniel Martinez, Chair
Specific Disability Groups Representative
Term: 2017-2020
City: Phoenix

Danita Applewhite, Vice-Chair
SILC Representative
Term: 2017-2020
City: Mesa

Jill Pleasant, Sergeant at Arms
Specific Disability Groups Representative
Term: 2019-2021
City: Phoenix

John Gutierrez
Client Assistant Program Representative
Term: 2017-2019
City: Phoenix

Adam Robson
Specific Disability Groups Representative
Term: 2020-2021
City: Phoenix

Paula Seanez
121 Project Director's Representative
Term: 2017-2019
City: Window Rock

Ana Nunez
ADE Representative, Special Education
Term: 2017-2020
City: Phoenix

Judith Castro
Vocational Rehabilitation Supervisor
Term: No limit
City: Yuma

Carol Carr
Specific Disability Groups Representative
Term: 2017-2020
City: Yuma

Scott Lindbloom
Special Disability Representative
Term: 2018-2020
City: Show Low

Twyla Bowman
Specific Disability Groups Representative
Term: 2020-2021
City: Phoenix

Melissa Wojtak
Business Industry/Labor Representative
Term: 2017-2019
City: Phoenix

David Cheesman
Vocational Rehabilitation Supervisor
Term: 2017-2020
City: Tucson

Kathy McDonald
Parent Training and Information
Term: 2017-2019
City: Phoenix

Kristen Mackey
VR State Agency, Ex-Oficio
Term: No limit
City: Phoenix

Arizona Vocational Rehabilitation Program Basics

The mission of the Arizona Vocational Rehabilitation Program (VR) is to work with individuals with disabilities to achieve gainful employment through the provision of comprehensive rehabilitative and employment support services in a partnership with all stakeholders. The VR Program provides a variety of specialized services to individuals who have physical, mental, and emotional impairments that create barriers to employment.

Eligibility for the VR program is determined by the following: an individual wants to become or remain economically independent through work; an individual's disability is serious enough to make it hard to get or keep a job; available services can help the individual get or keep a job; the VR Program is the only or best place to provide the individual with the help he or she may need to obtain employment.

The number of Arizonans employed because of VR Services:

FFY 2020 – 2147

FFY 2019 – 2143

FFY 2018 - 1657

The total individuals receiving VR Services by Disability:

6287 with a Cognitive impairment for 37%

1820 with a Sensory impairment for 11%

389 with a Communicative impairment for 2%

2172 with a Physical impairment for 13%

5714 with a Psychosocial impairment for 34%

659 with a Mental impairment for 4%

Grand total – 17,041

SRC Highlights

Institution for Human Development Virtual Mini Conference

SRC member, Jill Pleasant, was instrumental in the planning for the Institute for Human Development at Northern Arizona University and the Arizona Technology Access Program Virtual Mini Conference. The conference, typically held in person, was held virtually due to COVID-19, and was scheduled for two days in July. The conference included 16 diverse sessions selected from the summer's in-person conference featuring nationally recognized speakers Jonathan Martinis and Gayle Bowser along with numerous local and regional experts. Topics covered include Employment, Education (K-12), AAC, American Indian Rehabilitation Service (AIVRS), Community Living and more. There were four 75-minute sessions held each day with two concurrent session. The conference was well attended, and participants expressed interest in the presentation topics.

Employer Toolkit Development

The SRC Employment and Community Partnerships Committee partnered with Rehabilitation Services Administration (RSA) in developing an Arizona Employer Toolkit to be used by employers seeking to hire individuals with disabilities. The Employment and Community Partnerships Committee invited representatives from various community organizations and programs to assist in the development of the Employer Toolkit. The Committee developed the toolkit to be a resource for employers that have made the decision or are seeking information to grow their existing employee base to include individuals with disabilities. As more people with disabilities enter the workforce and begin looking for employment, it is important that a business owner understand the incredible benefits of hiring employees of all disabilities. Thusly, the toolkit was designed to be a useful resource for human resource professionals, recruiters, training providers, managers, business owners, and anyone interested in recruiting, hiring, and retaining workers with disabilities.

The Employer Toolkit includes information such as:

- A historical overview
- Information on how to use the toolkit
- Building the business case
- Dispelling the myths regarding employment of people with disabilities
- Where to find candidates
- Community integration
- Recruitment, hiring, and retention of individuals with special abilities
- Business to work network
- Reasonable accommodations
- Veterans service supports
- Miscellaneous resources

SRC Review of RSA Policies

SRC members provided feedback regarding revisions to RSA policies: Adaptive Driving, Vehicle Modification, and Post-Secondary Education and Training. SRC members made recommendations for the Adaptive Driving policy to include language similar to the language in Federal regulations, which were somewhat broader in scope. Members also requested clarification of some of the policy verbiage to ensure readers could easily interpret the information. SRC members requested clarification regarding some of the procedures included in the Vehicle Modification policy and whether exceptions could be made to some of the rules. SRC members suggested clarifications to some of the language included in the Post-Secondary Education and Training policy, which was too broad in some areas. Members also suggested the policy include more plain language, which would be easier for readers to understand.

Client Satisfaction Survey Results SFY2020

In SFY2013, the RSA Client Satisfaction Survey was revised incorporating input from the SRC to survey clients throughout the vocational rehabilitation process. The same survey instrument was used throughout SFY2019. As part of a larger initiative to evaluate and improve customer service within the VR program, the VR Client Satisfaction survey has undergone revision and a new method of collecting and sharing survey results began on April 1, 2020. Revised survey questions are attached, and highlights of the new methodology are as follows:

- Surveys are distributed via Survey Monkey during the first week of every quarter (survey is sent via email during week 1 of the quarter and will remain open for completion throughout the quarter).
- Surveys will be sent to a randomized sample of individuals with email addresses on file with VR every quarter as follows:
 - Clients who, as of the first day of the quarter, have active VR cases in IPE development through job placement (status 10, 13, 20, and 22); and
 - Clients who, within 2 weeks prior to the start of the quarter, had their VR case closed with and without employment (status 26 and 28).
 - Survey respondents can now provide their name and contact information at the bottom of each survey if they would like to share additional information about their VR experience.

1. I was treated with courtesy and respect by staff in the VR office:

100 individuals responded with Strongly Agree for a 66.81% response rate
32 individuals responded with Agree for a 24.79% response rate
6 individuals responded with Disagree for a 5.01% response rate
5 individuals responded with Strongly Disagree for a 3.4% response rate
143 individuals responded to this question

2. I am satisfied with the amount of contact I had with my VR counselor:

76 individuals responded with Strongly Agree for a 55.12% response rate
34 individuals responded with Agree for a 22.29% response rate
22 individuals responded with Disagree for a 16.88% response rate
10 individuals responded with Strongly Disagree for a 5.67% response rate
142 individuals responded to this question, and 1 individual skipped it

3. My counselor provided me with assistance relevant to my situation:

79 individuals responded with Strongly Agree for a 54.19% response rate
38 individuals responded with Agree for a 25.25% response rate
15 individuals responded with Disagree for a 13.73% response rate
10 individuals responded with Strongly Disagree for a 6.83% response rate
142 individuals responded to this question, and 1 individual skipped it

4. I participated in the development of my Individualized Plan for Employment:

79 individuals responded with Strongly Agree for a 54.19% response rate
45 individuals responded with Agree for a 33.05% response rate
15 individuals responded with Disagree for a 22.81% response rate
3 individuals responded with Strongly Disagree for a 2.7% response rate
142 individuals responded to this question, and 1 individual skipped it

5. I received VR services in a timely manner:

70 individuals responded with Strongly Agree for a 48.03% response rate
42 individuals responded with Agree for a 30.67% response rate
16 individuals responded with Disagree for a 14.43% response rate
10 individuals responded with Strongly Disagree for a 6.86% response rate
141 individuals responded to this question, and 2 individuals skipped it

6. Based on my experiences, I would recommend the VR program to another person:

86 individuals responded with Strongly Agree for a 58.5% response rate
31 individuals responded with Agree for a 20.93% response rate
15 individuals responded with Disagree for a 12.57% response rate
10 individuals responded with Strongly Disagree for a 7.95% response rate
142 individuals responded to this question and 1 individual skipped it

7. I am open to being contacted regarding my experiences in the VR program:

97 individuals responded with Yes for a 64.3% response rate
46 individuals responded with No for a 35.7% response rate
143 individuals responded to this question

The average hourly wage of cases closed with employment (Status 26)

SFY 2018 - \$12.72
SFY 2019 - \$13.31
SFY 2020 - \$13.92

RSA Offices Region I Offices

RSA Administration Office
1789 W. Jefferson Street
Phoenix, AZ 85007
602-542-3332
AZ Relay 711

Region I Administration Office
3221 N. 16th Street, Suite 200
Phoenix, AZ 85016
602-266-9206
AZ Relay 711

19th Avenue Office
11420 N. 19th Avenue
Phoenix, AZ 85029
602-774-9430
AZ Relay 711

SBVID 16th Street Office
3221 N. 16th Street, Suite 200
Phoenix, AZ 85016
602-266-9206
AZ Relay 711

95th Avenue Office
1850 N. 95th Avenue, Suite 192
Phoenix, AZ 85037
602-771-6680
AZ Relay 711

7th Street Office
2455 S. 7th Street
Phoenix, AZ 85034
602-774-5442
AZ Relay 711

Mesa Office
120 W. 1st Avenue
Mesa, AZ 85210
602-771-6500
AZ Relay 711

Chandler/Gilbert – Chandler/Tempe

125 E. Elliot Road
Chandler, AZ 85225
480-820-5629
AZ Relay 711

SBVID 3rd Street
3839 N. 3rd Street, Suite 303
Phoenix, AZ 85012
602-266-4434
AZ Relay 711

North 51st Avenue Office
515 N. 51st Avenue, Suite 250
Phoenix, AZ 85043
602-771-9161
AZ Relay 711

Scottsdale Office
8930 E. Raintree Drive, Suite 300
Scottsdale, AZ 85260
480-387-5330
AZ Relay 711

SBVID Central Avenue Office
3443 N. Central Avenue, Suite 101
Phoenix, AZ 85012
602-266-9579
AZ Relay 711

Van Buren Office
3425 E. Van Buren Street, Suite 102
Phoenix, AZ 85008
602-774-9149
AZ Relay 711

Surprise Office
11526 W. Bell Road
Surprise, AZ 85378
602-771-1850
AZ Relay 711

Cottonwood Office
1500 E. Cherry Street, Suite H
Cottonwood, AZ 86326
928-649-6873
AZ Relay 711

Washington Office
5328 E. Washington Street, Bldg. C
Phoenix, AZ 85034
602-470-1802
AZ Relay 711
Page Office

1057 Vista Avenue
Page, AZ 86040
928-645-8103
AZ Relay 711

Flagstaff Office
1701 N. 4th Street
Flagstaff, AZ 86004
928-779-4147
AZ Relay 711

Show Low Office
2500 E. Cooley Street, Suite 410
Show Low, AZ 85901
928-532-4300
AZ Relay 711

Prescott Valley Office
3262 Bob Drive, Suite 12
Prescott Valley, AZ 86314
928-759-1654
AZ Relay 711

Kingman Office
519 E. Beale Street, Suite 130
Kingman, AZ 86401
928-753-5105
AZ Relay 711

Bullhead City Office
2601 Highway 95
Bullhead City, AZ 86442
928-704-7726
AZ Relay 711

Yuma Office
1185 S. Redondo Center Drive
Yuma, AZ 85365

928-247-8880
AZ Relay 711

Lake Havasu Office
2031 Spawr Circle Lake
Havasu City, AZ 86403
928-854-0377
AZ Relay 711

Globe Office
605 S. 7th Street
Globe, AZ 85501
928-425-3101
AZ Relay 711

Apache Junction Office
11518 E. Apache Trail, Suite 110
Apache Junction, AZ 85120
480-983-0427
AZ Relay 711

Payson Office
100 N. Tonto Street, Suite 100
Payson, AZ 85541
928-468-9829
AZ Relay 711

Region II Offices

Administration Office
400 W. Congress, Suite 420
Tucson, AZ 85701
520-628-6810
AZ Relay 711

Alvernon TSW Office
1455 S. Alvernon Way, Suite 201
Tucson, AZ 85711
520-872-9120
AZ Relay 711

Alvernon Way
1455 S. Alvernon Way, Suite 201
Tucson, AZ 85711
520-872-9070
AZ Relay 711

East 22nd Street Office
5441 E. 22nd Street, Suite 101
Tucson, AZ 85711
520-790-0787
AZ Relay 711

Irvington Office
195 W. Irvington
Tucson, AZ 85714
520-638-2390
AZ Relay 711

Mona Lisa Office
7225 N. Mona Lisa, Suite 202
Tucson, AZ 85741
520-544-8618
AZ Relay 711

Wilmot Office
899 N. Wilmot, Suite C7
Tucson, AZ 85711
520-790-0107
AZ Relay 711

Casa Grande Office
401 N. Marshall Street
Casa Grande, AZ 85122
520-426-3529
AZ Relay 711

Coolidge Office
1155 N. Arizona Boulevard
Coolidge, AZ 85128
520-723-5351
AZ Relay 711

Benson Office
595 S. Dragoon Street
Benson, AZ 85602
520-586-8331
AZ Relay 711

Douglas Office
1140 F Avenue
Douglas, AZ 85607
520-364-4446

AZ Relay 711

Nogales Office
610 N. Morley Avenue
Nogales, AZ 85621
520-375-8010
AZ Relay 711

Safford Office
333 N. 8th Avenue
Safford, AZ 85261
520-209-1050
AZ Relay 711

Sierra Vista Office
2600 E. Wilcox
Sierra Vista, AZ 85635
520-458-9309
AZ Relay 711